TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO DESIGN AND DEVELOP THE WEBSITE OF THE DEPARTMENT OF ELECTRICTY AND ENERGY.

1. BACKGROUND

Last year, the President of the Republic of South Africa, Mr Cyril Matamela Ramaphosa announced a new Cabinet set to lead the country's 7th Administration. The President further announced the implementation of the National Macro-Organising of Government; an initiative focused on restructuring and reconfiguring national departments to improve efficiency and service delivery. The re-organisation of the government meant the split of the Department of Mineral Resources & Energy (DMRE) into two separate departments, namely the Department of Petroleum and Mineral Resources (DPMR), and Department of Electricity & Energy (DEE).

Due to the split, there is a need for rebranding of the Department away from the DMRE brand and ensure brand presence of the Department of Electricity and Energy as a full legal entity with its own brand identify, logos, and collateral. One of the most effective ways to ensure brand presence is the establishment of an informative and accessible website to distinguish the Department from the old DMRE brand image.

The Government Communication and Information System (GCIS) acknowledges that the internet and websites continue to grow as a strategic platform to provide access to government information and services. Government departments and agencies are also increasingly using websites to interact with their audience. Therefore, a need for a functional website becomes more unavoidable for the relatively new formed DEE. The informative and educative content focused website will give the DEE an opportunity to establish their own online presence by creating a new interactive and accessible platform for its audience to receive information about strategic energy policies, projects and programme, and the country's plan for renewable energy resources.

The website of the Department of Electricity & Energy has not been developed. The current website is the former DMRE website, which has the combined content of the two separated departments (DPMR & DEE), which no longer aligns with the new departmental mandates.

The Department of Electricity and Energy now requires a standalone, branded online presence that articulates its focus areas, namely electricity, power generation, energy policy, renewable energy, nuclear, and energy transition frameworks. The objective is to begin work towards the development of a new website that shows and highlights the key strategic mandate, vision and mission of the DEE. The Directorate, Information and Communication Technology (ICT) has therefore been requested to assist with the development of the new website for the department.

2. CONTRACT PERIOD

2.1. The expected duration of the project is:

(i) Six (6) months for design and development in phases and

(ii) Twenty-four (24) months of support and maintenance post design and development

3. OBJECTIVE

3.1. The objective of this project is to design and develop a modern, accessible, and compliant website that supports the Department of Electricity and Energy's mandate, enhances public communication, aligns with government standards, and reinforces its rebranding efforts.

4. SCOPE OF WORK

4.1 The Development Platform required is as follows:

Component	Technology
Content Management System (CMS)	WordPress
Database for content	MySQL
Business Data	MS SQL Server

Integration	REST API (built with ASP.NET)
Hosting	Windows Server IIS
Security	Internal firewall rules

4.2 The Service Provider is expected to design, develop, test and implement a new website for the Department of Electricity and Energy while providing Project Management services throughout the duration of the project. The table below details the Business Requirements that should be delivered once the website is successfully finalized and operational:

BUSINESS REQUIREMENTS

No	Objective	Requirement No	Requirements
1.	Improve Efficiency	1.1	The website must be developed on a modern, well-supported platform that is compatible with a wide range of devices, operating systems, and browsers.
		1.2	The platform must allow seamless integration with Microsoft and other departmental systems, enabling future scalability and interoperability.
		1.3	Cascading Style Sheets (CSS) must be used for optimal layout control, improving print/screen presentation and maintaining consistency across views.
		1.4	The website must provide a clean, logically organized layout with intuitive navigation, categorized content, and minimal scrolling.
		1.5	A responsive "mobile-first" design approach must be adopted to ensure optimal functionality and readability across all device types.
		1.6	The back end must support full content migration from the existing website, including legacy documents and multimedia.

		1.7	A fully integrated, user-friendly Content Management System (CMS) must be implemented to allow non-technical staff to manage, add, edit, upload and archive content.
		1.8	Role-based access must be enforced within the CMS to support tiered permissions: External Viewer, Content Manager, Manager, and Administrator.
		1.9	Detailed audit trails must be generated, including user access logs, content modification records, and analytics on popular pages.
2.	Ensure Effectiveness	2.1.	The website must present a professional, modern appearance using DEE corporate branding, colors, and high-resolution imagery.
		2.2.	All content must be up-to-date, accurate, organized, and relevant to the primary audience.
		2.3.	A live and pre-recorded multimedia display capability (audio/video) must be included to enhance user engagement.
		2.4.	Social media platforms must be integrated for cross-platform communication and audience interaction.
		2.5.	A dedicated media center must host press releases, media kits, interviews, and multi-media related content.
		2.6.	CRM system integration must be supported to enable automated communication and stakeholder engagement.
		2.7.	A comprehensive feedback feature must be embedded for users to raise queries and submit suggestions.
		2.8.	The website must be capable of publishing newsletters.
		2.9.	Analytics and business intelligence (BI) tools must be embedded to report on visitors' behavior, demographics, and page popularity.
3.	Provide Flexibility	3.1.	Content must be displayed with equal quality on desktops, laptops, mobile phones, projectors, and smart TVs.

		3.2.	The website must function efficiently using existing departmental ICT infrastructure.
		3.3.	The platform must allow direct import/export with other systems and databases to streamline workflows.
		3.4.	Web administrators must have the ability to manage content remotely via secure channels.
4.	Improve Usability	4.1.	Clear text, accessible color schemes, high-contrast layouts, and GIS-integrated visuals must be used to enhance readability.
		4.2.	Help resources, onboarding tips, and interactive guides must be provided to assist users in navigating the site.
		4.3.	Advanced search functionality with document content indexing, phrase detection, filters, and sorting must be included.
		4.4.	Content must be categorized for ease of access, including dedicated sections for tenders, executive profiles, and general services.
		4.5.	A live chat feature must be provisioned (optional activation), to support improved customer service interaction.
5.	Expand Accessibility	5.1.	The website must comply with accessibility standards (e.g., WCAG), providing alternatives for audio/visual content for people with disabilities.
		5.2.	Multilingual support must be built-in to accommodate all 11 official South African languages through manual content input (not automated translation).
6.	Promote Durability	6.1.	Scheduled backups must be implemented according to departmental ICT standards and retained appropriately.
		6.2.	A robust disaster recovery and continuity plan must be established and tested to ensure system availability.
		6.3.	A two-year post-launch support and maintenance contract must be included to manage technical and security updates.

7.	Ensure Scalability	7.1.	The website must maintain a 24/7/365 operational status with planned downtime communicated in advance.
		7.2.	The system must dynamically manage traffic peaks without performance degradation.
		7.3.	The CMS must support unlimited content uploads with secure document storage and categorization.
		7.4.	Periodic SEO (Search Engine Optimization) reports must be generated, and the platform must enable continual optimization to improve visibility.

5. DELIVERABLES OR PROJECT OUTPUT AND OUTCOMES

The expected deliverables are as follows:

5.1 Good quality and tested live website, as per the set requirements; that will be the Intellectual Property of the DEE.

5.2 Project governance Documentation:

5.2.1 A Project Charter signed off within a week of project kick-off.

5.2.2 A functional specification document

5.2.3 A technical specification document.

5.2.4 Test cases.

5.3 User guides (web based).

5.4 A maintenance guide and manuals.

5.5 Training of DEE Information Technology (IT) and Communication Management.

5.6 A source code document.

6. EVALUATION CRITERIA

This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance and point scoring system.

6.1 Gate 01 - Functionality

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** or more will be considered further.

No.	Evaluation criteria	Points	Weight
1.	**Company experience** Bidders must have designed and successfully implemented website projects in the past 7 years. *(Bidders must provide a detailed explanation of the verifiable similar projects they have successfully executed and provide traceable reference letters – The letters must indicate the description of the project, duration of the project, project amount, performance feedback).*	Five (5) or more projects = 5 points. Four (4) projects = 4 points. Three (3) projects = 3 points. Two (2) projects = 2 points. One (1) project = 1 point.	**30**

No.	Evaluation criteria	Points	Weight
2.	**PROJECT MANAGER AND TEAM MEMBERS**		**20**
	PROJECT MANAGER QUALIFICATIONS: (i) The Project Manager must have a SAQA recognized qualification in Project Management (ii) The Project Manager must have a SAQA recognized qualification in Information Technology with Website Development as a final year module or major *(Attach copies of valid qualifications)*	NQF 9 or higher = 5 points NQF 8 = 4 points NQF 7 = 3 points NQF 6 = 2 points NQF 5 = 1 point	10
	TEAM MEMBERS (TECHNICAL TEAM) (iii) The team members must have SAQA recognized qualifications in Information Technology or Information Systems or related fields *(Attach copies of valid qualifications)*	NQF 9 or higher = 5 points NQF 8 = 4 points NQF 7 = 3 points NQF 6 = 2 points NQF 5 = 1 point	10

No.	Evaluation criteria	Points	Weight
	PROJECT MANAGER AND TEAM MEMBERS		**30**
	PROJECT MANAGER'S EXPERIENCE: The project manager should have relevant experience specifically in the project management of websites or software development projects. *(Attach copy of comprehensive CV detailing the relevant experience and contactable references)*	Five (5) years or more = 5 points Four (4) years = 4 points Three (3) years = 3 points less than three (3) years = 0 points	15
	TECHNICAL TEAM'S EXPERIENCE: The technical team members should have relevant experience specific to: (I) Website development (II) Business Analysis (III) Database Administration. **NB: The team composition spread must be as per table A under paragraph 6.2** *(Attach copy of comprehensive CV detailing the relevant experience and contactable references)*	5 years or more = 5 points. Four (4) years = 4 points. Three (3) years = 3 points. Two (2) years = 2 points. One (1) year = 1 point.	15
5	**Project Plan and Methodology** Bidders should provide a detailed project plan on how the assignment will be carried out and completed over a period of six months.	9 or more aspects covered = 5 points 8 aspects = 4 points. 7 aspects = 3 points	**10**

No.	Evaluation criteria	Points	Weight
	"Detailed" *in this instance refers to a project plan that covers the following 9 aspects;* (i) Defined tasks (ii) Timelines (iii) Delivery artifacts (iv) Resource allocation (v) Rollout plan (vi) Data migration plan (vii) Identified dependencies (viii) Skills transfer plan (ix) Delivery date *(The proposal should detail the dependencies from the Department to ensure the successful implementation of project)*	6 aspects = 2 points 5 aspects = 1 point	
	METHODOLOGY Bidders must include a detailed methodology as part of the technical proposal, clearly demonstrating that they understood the requirements and have adequate resources (be able to service all regions) to execute the project within the stipulated turnaround times. ***"Detailed methodology"*** *in this instance refers to methodology that covers the following four (4) aspects.* (i) Implementation approach.	Four (4) aspects or more = 5 points Three (3) aspects = 3 points Two (2) aspects = 1 point	**10**

No.	Evaluation criteria	Points	Weight
	(ii) Development maturity in Content Management Software (iii) Proposed technology standing in the industry. (iv) Data migration plan		

Formula; $\frac{A \times 100}{B} = C\%$

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

6.2 **Gate 02 – Mandatory requirements**

Bidders' technical team MUST cover the skills' spread as per the table below. Failure to comply with the composition skills' spread will lead to disqualification.

Table A

PORTFOLIO	SPECIALITY / FIELD / SKILL / QUALIFICATION	NUMBER OF MEMBERS (MINIMUM)
Team member	Website development	Two (2)
Team member	Business Analysis	One (1)
Team member	Database Administration	One (1)

6.3 Gate 03 - Administrative compliance

(i) Compliance to the specification / Terms of Reference.

(ii) Fully completed SBDs (Duly signed and dated) listed hereunder.

- SBD 1
- SBD 4
- SBD 6.1

(iii) The following will be regarded as non-compliance.

- ➢ Amendments / other amendments without signature/initials.
- ➢ Use of correctional fluid
- ➢ Completion of the bid document in coloured ink other than black ink

6.4 Gate 04 – Point Scoring System

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- ➢ Price points = 80
- ➢ Preferential points = 20

6.4.1. The bidder that scores the highest points in this phase will be awarded the tender.

6.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.

6.4.3. Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.4.4. Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.

6.4.5. The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.

6.4.6. Bidders who do not submit proof (means of verification) of specific goals claimed may not qualify for preference points for specific goals.

Specific Goal	**Number of points (80/20 Preference System)**	**Means of Verification**
Enterprise owned by Black people	4	Identity documents and CIPC document
Enterprise owned by Women	4	Identity documents and CIPC document
Enterprise owned by Youth	4	Identity documents and CIPC document

Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

NB: *"Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.*

E.g. Number of women directors = 01

Shares owned by women = 20%

Specific goal for women = 4 points

Points claimable for women ownership $= \frac{20 \times 4}{100}$ = **0.8 points**

7 REPORTING REQUIREMENTS

7.1 The successful applicant will work closely with the Director: IT and Director Communications including any other key stakeholders within the Department.

7.2 The service provider is required to provide a written weekly report to the Director: IT and Director Communications on deliverables.

7.3 The service provider will be required to conduct bi-weekly meetings with the Director: IT and Director Communications, or his/her delegate for the duration of the contract period. In case of emergency, either party may propose a meeting and both parties must reasonably avail themselves for such meetings.

8. ROLES AND RESPONSIBILITIES.

8.1. The Department of Electricity and Energy shall provide the following.

8.1.1 Functional perimeter.

8.1.2 Access to the offices as when a need arises.

8.2 Service Provider

8.2.1 Execute the contract in line with the scope of work and other requirements contained in these terms of reference and/or SLA.

8.2.2 The Service Provider shall at all material times act diligently, reasonably and with care, when dealing with all Departmental information and/or intellectual property belonging to the Department.

9. CONFIDENTIALITY OF INFORMATION

9.1. The service provider shall treat information furnished by the other Party or another person for purposes of execution of the project, as confidential. Subject to this clause, the Party furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

10. PAYMENTS

10.1 The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of services that will be agreed upon by both parties on receipt of an original invoice.

11 TAX CLEARANCE CERTIFICATE

11.1 Bidders must ensure compliance with their tax obligations.

11.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer’s profile and tax status.

11.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.

11.4. A bidder may also submit a printed TCS together with the proposal.

11.5. In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.

11.6. Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

12. CONDITIONS OF THE CONTRACT

12.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.

12.2 The service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.

12.3 Service provider is prohibited from unauthorized handling, reading or removal of documents in the departmental records.

12.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.

12.5 The Department reserves the right to screen/vet service provider personnel through the State Security Agency or otherwise.

12.6 The service provider must ensure that there is no interruption of services due to manpower shortage due to annual leave, sick leave, etc.

12.7 The service provider shall ensure that the contract is executed in line with the scope of work.

12.8 The service provider company may be subjected to security screening by the State Security Agency.

12.9 The DEE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

13 FORMATS OF SUBMISSION OF PROPOSAL

13.1 Service providers are requested to **submit one (1) original** of technical proposals **plus softcopy in a memory stick (must be named or labeled).**

13.2 Service providers are requested to index their proposals for easy reference.

14 PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS

14.1 A compulsory briefing session will be held on the **4^{t}November 2025 at 10h00**, **virtual** and link will be placed on the departmental website under this RFQ/010/2025/26

14.2 Bidders must sign the briefing session attendance register and remain in attendance from the opening to the closure of the meeting. Failure to attend/join the briefing session attendance register will result in disqualification from participation on this bid.

15 CLOSING DATE

15.1. Proposals must be submitted on or before **10 November 2025 at 11h00** at the Department of Electricity and Energy, at 192 Matimba House Building, Corner Visagie and Paul Kruger Street, Pretoria in a box marked "Tender Box".

15.2. **No late bids will be accepted**.

16. ENQUIRIES

16.1 All general enquiries relating to this bid should be directed to:

Mr. Samuel Msiza/Rachel Moerane

Tel: 012 406 7910/7747

E-mail: samuel.msiza@dee.gov.za / rachel moerane @dee.gov.za

16.2 Technical enquiries can be directed to:

Mr. Richard Mantu

Tel: 012-406 7799

E-mail: richard.mantu@dee.gov.za

Ms. Zimbini Ndawana

Tel: 012-406 7791

Email: Zimbini.Ndawana@dee.gov.za